DRAFT REVISED Level 1 Information Sheet

In order to better understand the needs of our customers and to allocate resources in the most effective manner, the OFM-CBS Support Center (OFM-CSC) asks that you provide the following information when submitting a Level 1 AR. The more detailed the information given, the more we can improve our service. An AR meets the level 1 definition if: (1) the current process can not manage/maintain the problem, AND (2) there is not a viable workaround AND (3) the problem is of a critical nature/impact.

Deleted: CAMS

(1) Explain current process for addressing the problem when encountered, how frequently does this action occur?

3. 2. Is there a work-around available (manual or automated)?

☐ Yes   ☒ No

If "Yes", please describe the work around and justify why it is not a viable resolution:

1. 3 The problem described in this AR affects:

a. ☐	Stops critical production work Explain why and the impact:	b. ☐	Critical Implementation dates will be affected. Explain why and the impact:
c. ☐	Will result in significant data corruption Explain how and the impact:	d. ☒	Critical new process or functionality can not be moved into production. Explain why and the impact:

Deleted: effected

Please provide any additional explanations of the above condition:

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4. This information is to elevate a level 2 AR, currently in OFM-CSC Help Desk.

What is the OFM-CSC Help Desk AR number?

5. AR Priority Ranking

Where would this AR rank on your Bureau's
Priority List? ———

Signature of Bureau AR Ranking Official:

6. Promotion of Code into Production

If this AR is received on your target date, by what date will you
promote this code into production?

~~4. Do you require the OFM-CSC to use over time and weekend effort to fix this problem?~~

☐ ~~Yes~~   ☒ ~~No~~

~~5. If overtime and weekend effort is necessary to fix this problem, please give the name and phone of the bureau employees who will be available for the same period of time. Please note if OT & weekend work are requested, this may result in the delivery of the software outside of normal business hours. Please provide name and phone number of the bureau staff who will be available to accept delivery.~~

~~Information Source: Name: _____   Phone: ———_____~~

~~Accept Delivery: Name: ——_____   Phone: ——_____~~

~~6. Please recommend three ARs, scheduled for current delivery, that the OFM-CSC may delay, if necessary to meet your response objective. These ARs should be in the same functional area. (If ARs must be delayed to meet your response objective, which ARs are delayed is solely at the discretion of the OFM-CSC. This decision will be made so there is the least impact on the OFM-CSC workload possible.)~~

~~1. ——_____~~   ~~2. ——_____~~   ~~3. ——_____~~

I have confirmed that all
pertinent fields have been
completed. I request that
the OFM-CSC
elevate this AR to Level 1.

Signature of Program Manager
_____

OFM-CSC Approval:

Signature of SSD Division Director
_____

DRAFT REVISED AR Policy

1. The draft AR form indicates that the AR must satisfy **three elements to meet the level 1** definition if: **(1)** the current process can not manage/maintain the problem, **AND (2)** there is not a viable workaround **AND (3)** the problem is of a critical nature/impact. The changes focus on critical issues with significant impacts.

2. The draft AR form was revised to ensure that the **explanations relate to the element**. This was done by providing the space for the explanation, immediately after they select the element. Typically the Bureaus would cut and paste the AR Description to justify it being defined as a level 1 and not address the elements.

3. The draft AR form clarifies the information needed to **elevate a level 2 to a level 1 AR**.

4. The draft AR form asks for the **priority ranking** so that as soon as an AR is received by the CSC, we know the priority, and can therefore start working on it. In addition, the goal is to force the Bureau Functional staff to inform and negotiate with the Bureau AR Ranking Official as to the importance of this AR. The Bureau AR Ranking Official is required to sign the form.

5. The Bureaus are asked **when this code would be promoted into production**, if it is provided by their target date. The goal here is to force the bureaus to focus again on the importance of this AR. If the promotion date is later than the next maintenance release, could this be a level 2 AR?

6. **Program Manager's signature** will indicate that they have reviewed the form and all pertinent information is included. In addition, the title line is provided for the program managers to clarify who is designated to sign the form.

7. The title line is also provided for the **SSD Division Director** to clarify who is designated to sign the form.

Other Policy Discussions not reflected on the form:

8. **Rework level 2 ARs will be prioritized by the CSC.** Thus Bureaus will not feel that they are giving up a priority item on the next maintenance release by prioritizing a rework AR. However, since Bureaus are not promised a certain number of ARs on the maintenance release there is not always a direct impact to a Bureau's prioritizing a level 2 AR. Although the Bureaus would rather not take the chance that their priorities are impacted.

9. When a **level 1 AR is downgraded to a level 2 AR**, the bureau will be informed that they should prioritize this Level 2 AR for a future (not the next) maintenance release. Example: it is March 18th, if a level 1 AR was downgraded today to a level 2 AR, the bureau would be informed to prioritize it for the June or August maintenance release. They would need to present a strong case for why they should be able to revise their April Maintenance release priority list to accommodate the down graded AR. In addition, given the closeness to the April 15th delivery date, it might not be enough time to accommodate this change.

    The goal is to encourage the Bureaus to identify ARs properly at the outset. This is accomplished by moving the downgraded AR to a subsequent maintenance release as opposed to including it in the current release in which it would have been included if it was properly identified as a Level 2 AR . In addition, Bureaus do not always respond timely to questions that would help the CSC ascertain whether an AR should be downgraded. This delay results in a CSC delay in downgrading the AR. This policy change would also discourage this behavior.